

**SOUTH CAROLINA OFFICE OF REGULATORY STAFF
FIRST AUDIT INFORMATION REQUEST
DOCKET NO. 2014-302-E**

In the Matter of:

**Sheryl McNinch,
Complainant/Petitioner v. Duke
Energy Carolinas, LLC,
Defendant/Respondent**

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EXHIBIT 1

**EXHIBIT 1
FILED
SEPTEMBER 19, 2014**

YARBROUGH
EXHIBIT 1



Quick reference guide

Report power outages
800.POWERON (800.769.3766)

Duke Energy website
www.duke-energy.com

Duke Energy mobile website
m.www.duke-energy.com

Email
contactus@duke-energy.com

Customer service
800.777.9898

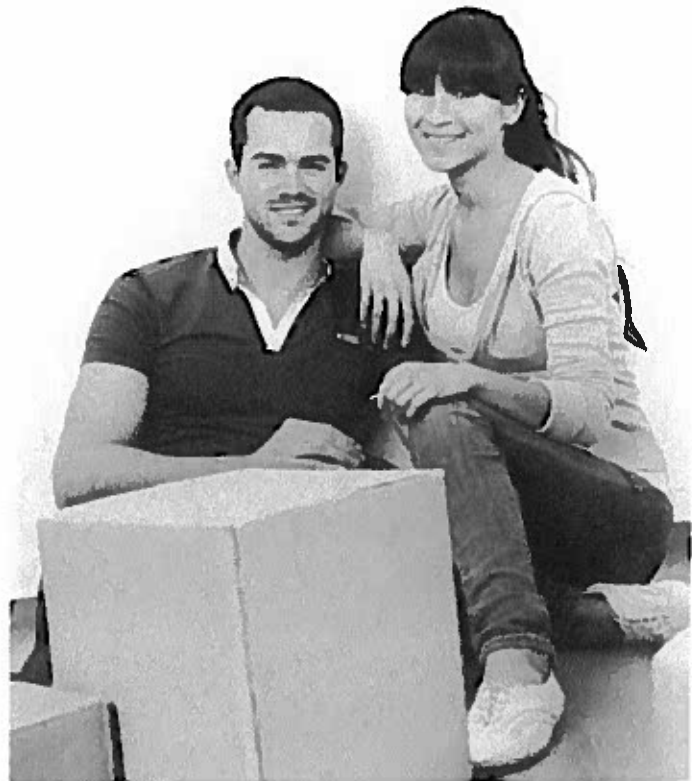
Overhead power line safety
800.777.9898

Relay service (TTY)
800.735.2962 or 711

Palmetto Utility Protection Service (Call Before You Dig)
888.721.7877 or 811

Welcome to the neighborhood.

A handbook for residential customers in South Carolina



www.duke-energy.com

Printed on 100% post-consumer recycled stock. Paper comes from a well-managed forest.
©2013 Duke Energy Corporation 12-1444 5/13

Welcome to the Duke Energy service area.

To help you settle in, here's some useful information about your electric service and the many programs and services we offer in South Carolina.

Our goal is to deliver safe and reliable energy at the lowest possible cost. As an energy provider for more than 100 years, we are committed to continually finding better ways to serve our customers.

Together with you, we strive to make our communities great places to live and work.

To learn more about Duke Energy or any of the subjects covered in this booklet, visit duke-energy.com.

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Electric essentials

Contact us

You can reach us 24/7 at 800.777.9898. Follow the prompts to use our automated phone system, or to speak with a friendly and knowledgeable customer service representative. For account information, be prepared to enter the account number, Social Security number and telephone number associated with your account.

And sign up for online services at duke-energy.com to access your account and payment details anytime.

Reporting a power outage

When outages occur, we make every effort to restore power as quickly and safely as possible. If you experience a loss of power not caused by a blown fuse or tripped circuit breaker in your home, please report the outage by calling 800.POWERON (800.769.3766) — or report the outage online at duke-energy.com from your computer or mobile device. Be prepared to enter the phone number, account number and Social Security number associated with your account.

- **800.POWERON (800.769.3766)**

Call to report your outage, report a downed power line, receive information on known outages, hear estimated times of restoration and request a callback to verify that your service has been restored.

- **www.duke-energy.com**

Visit our website to report your outage, check the status of your outage and track outages in your area.

Safety

Employee identification

All Duke Energy employees and agents are required to carry a company-issued photo ID. If an individual claiming to be a Duke Energy employee or agent requests access to your home or property, do not let them in if they cannot produce proper identification and state the reason for the visit.

Electric safety

The safety of our customers is a top priority for Duke Energy, and we encourage you to take the necessary precautions when working near overhead power lines or poles.

- Make certain ladders and/or antennas are at least 10 feet or twice their length from power lines, whichever is greater.
- Do not attempt to remove objects hanging from or limbs leaning against an overhead line.
- Always avoid fallen power lines. Report any downed line immediately by calling 800.POWERON (800.769.3766).

Call before you dig

If you are planning to dig or excavate on your property, it is your responsibility to inform Palmetto Utility Protection Service (PUPS) at 888.721.7877 or 811 at least three business days in advance. PUPS will notify a line-locating service to mark underground utility lines with color-coded paint. It's free — and it could save your life.

Contact PUPS at 811.

Know your account

Understanding your bill

Duke Energy will read your electric meter once a month to determine the amount of electricity used during the billing period. This reading allows us to calculate your monthly bill. When you receive your bill, it is important to review the "Amount Due" and "Current Charges Past Due After" sections of the bill. Please see the sample bill on page 8.

If for some reason you do not receive a bill, please contact us immediately. You are still responsible for payment for the electricity used in the prior month.

Visit duke-energy.com to learn how to read your meter or to view your bill information online.

Billing and payment options

Equal Payment Plan

Once you've established a satisfactory payment history, you'll be eligible for our Equal Payment Plan. This billing option allows you to pay the same amount each month. Your monthly payment is based on the amount of electricity used during a 12-month period. The estimated usage is billed in equal payments over the first 11 months. In the 12th month, we compare the actual usage with the amount estimated. If you paid for more electricity than you used over the first 11 months, we'll credit your account the difference. If you used more electricity than you paid for, then you're billed for that amount. To sign up for the Equal Payment Plan, visit duke-energy.com/equal-payment-plan or call us at 800.777.9898.

Paperless Billing

Paperless Billing is a free and easy online billing program. Once you sign up for Paperless Billing, we'll send you an email each month to let you know your bill is available for online viewing. No more bills to file, no more checks to write, no more stamps to buy.

Enroll at duke-energy.com/paperless. You choose your payment preference.

- Autopay – Payments are automatically deducted each month on the due date.
- Pay online – Pay anytime during the month, prior to the past due date, whenever it is convenient for you.
- Pay by check – You can mail a check or visit a payment location, but your payment will post faster if you pay online.

Automatic Payment Plan

This free service will automatically withdraw your payment from your bank account each month. Your payments will appear on your monthly bank statement. Sign up at duke-energy.com or call 800.777.9898.

One-time payments

Pay with an electronic check, debit or credit card anytime at duke-energy.com, or by phone at 800.777.9898. Be sure to have your Duke Energy account number available. A small convenience fee is required for each transaction.

You can also make free one-time payments directly from your checking or savings account by logging in to your Online Services account at duke-energy.com.

Pay by mail

If you're paying by mail, enclose the bill stub along with your payment to ensure that the account is credited properly. Always mail a check or money order. Please do not send cash. To avoid late fees, allow adequate time for delivery.

Mailing address for all bill payments, with or without a bill stub:

Duke Energy
P.O. Box 70515
Charlotte, NC 28272-0515


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Understanding your bill

Meter number and readings

Average usage and cost comparison

Duke Energy contact information



DUKE ENERGY.

JOHN DOE
1234 CRABAPPLE DR.

Account Number 2062386950
Verification Code 4
Bill Date 08/10/2012
Current Charges Past Due After 08/24/2012

Service from JUN 28 to AUG 01(34 Days) Your next scheduled meter reading will occur between Aug 29 and Sept 04

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (+)
\$134.06	\$134.06	\$208.56	\$0.00	\$208.56


METER NUMBER	METER READINGS PREVIOUS	METER READINGS PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
776842	77568	77568	1	1,559 KWH	RS - Residential Service	202.49
180713	0	0	1		Sales Tax	6.07
Amount Due						\$208.56

Electricity Usage	This Month	Last Year
Total KWH	1,559	1,330
Days	34	29
AVG KWH per Day	46	46
AVG Cost per Day	\$ 5.96	\$ 5.33

202-544-6800

Our records indicate your telephone number is 704-483-2184. If this is not correct please follow the instructions on the back of this bill.

A late payment charge of 10% will be added to any past due utilities balance not paid within 25 days of the bill date.



Stamps aren't cheap.
Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GOpaperless

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-653-5307 www.duke-energy.com


PLEASE PRINT OR TYPE THIS PORTION WITH YOUR PAYEE BY THE ADDRESS ON THE ENVELOPE YOU PUT YOUR BILL IN.

DUKE

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99206326869500400000000206560000000000 88 0 88 0 P

PO BOX 70516
Charlotte NC 28272-0516



DUKE ENERGY.

Account Number 2062386950
Verification Code 4
Amount Due \$208.56
Current Charges Past Due After 08/24/2012

Total Amount Enclosed \$

www.duke-energy.com

YARBROUGH EXHIBIT 1

Pay agents

Pay agents are local retailers authorized to accept cash, check and money order payments for Duke Energy bills. To locate the Duke Energy Preferred Pay Agent nearest you, visit duke-energy.com, call Duke Energy Customer Service at 800.777.9898, or use the simple tool on our mobile website at m.duke-energy.com. Some Preferred Pay Agents charge a convenience fee, others do not. No part of the fee is payable to Duke Energy. Payments made through Preferred Pay Agents will post to your account immediately.

Other area businesses may accept Duke Energy payments, but we recommend using only the authorized payment locations listed on our website. "Unauthorized agents" normally charge a transaction fee, and payments can take up to five days to post.

Security deposits

We may collect a security deposit from customers who haven't established a satisfactory credit history. The deposit will be refunded once you've established a satisfactory payment history. Interest is paid on deposits held more than 6 months. Deposits can be paid by cash, check, money order or credit card.

You can establish a satisfactory credit history by:

- **Making payments on time**
Your payment history is considered "satisfactory" once you've been a Duke Energy residential customer for 12 months, and haven't had more than two late payments – or your power disconnected due to nonpayment – in the past 12 months. If you've been a Duke Energy customer in the past two years, we'll use the most recent 12-month service period to determine your payment history.
- **Maintaining a satisfactory credit rating**
With the proper identification, we will check your credit rating with your permission through a national credit bureau when you're establishing a new account, or if you're a previous customer who has not had active service within the last 24 months. If the rating is satisfactory, your credit is established.

You can also use a guarantor to avoid paying a security deposit. Another Duke Energy customer with established good credit can guarantee the amount of your deposit. You can request a guarantor form by calling 800.777.9898, or print the form at duke-energy.com.

Duke Energy may request a deposit or other guarantee of payment if there have been two consecutive or more than two consecutive 30-day arrears within the last 24 months. The amount of the deposit may also be adjusted based on the customer's actual usage history.

In addition to obtaining customer information directly from our customers, Duke Energy may receive and verify information from a consumer credit reporting agency.

Important Security Deposit Information:

Security is sometimes required to have utility service(s) connected. If a satisfactory credit history with Duke Energy has not been established within the past two years, a credit check is performed by Equifax, an external credit reporting agency. The need for security is determined by information or lack of information available for the credit check. Equifax does not make this decision and cannot provide a specific reason why security is required. If an external credit check was performed and you were charged a security deposit, you may contact Equifax directly to exercise your right to obtain a free copy of your credit report and to dispute the accuracy or completeness of the report. Your request must be made within 60 days from the date the credit check was performed.

Phone: 800.967.4589 or Mail: PO Box 105832 Atlanta, GA 30348



Past-due bills and payment assistance

Late payment charge

Payments become past due 25 days after the bill date. Any amount not paid 25 days after the bill date is subject to a 1.5 percent late payment charge.

Payment arrangements

Customers who do not pay their electric bill are subject to having their service disconnected. However, we realize that financial emergencies occur. If you receive a disconnection notice and cannot pay by the disconnection date, please call Duke Energy at 800.777.9898 to discuss possible payment arrangements.

Disconnection for nonpayment

If electric service is disconnected, a reconnection fee will be charged. In addition, the total past due amount and a deposit may be required before the service is restored. It is your responsibility to make these arrangements to have the power reconnected. The reconnection fee is \$15.00.

Other reasons for disconnection

Duke Energy may find it necessary to disconnect electric service for other reasons. These include:

- Misrepresenting your identity as a customer.
- Violating any terms and conditions of your agreement with Duke Energy, or violating any of Duke Energy's service regulations that are part of the agreement.
- Using electric service in a way that is harmful or unsafe.
- Using electric service in a way that conflicts with or violates orders, ordinances or laws of the state or any of its subdivisions, or of a regulatory commission.
- Using wiring, equipment, appliances or devices that bypass Duke Energy's meter or that prevent or interfere with the meter's ability to measure electric usage.
- Failing to comply with the terms and conditions of a deferred payment agreement.
- Failing or refusing to make, restore or increase a deposit when required.

Customer services

Online Services

With Duke Energy's Online Services, you can:

- Easily view and pay your bills online
- Compare bills from month to month or year to year
- Find out how much you spend on cooling, heating, lighting and other ways your home uses energy
- Compare your energy use to similar homes in your area
- Complete a brief energy survey and get customized recommendations to help you save energy and money.

To learn more, visit the South Carolina Residential page at duke-energy.com.

You can also access account information and pay your bill on our mobile website. Simply visit m.duke-energy.com on your smartphone.

24/7 toll-free number

Call 800.777.9898 anytime. You can speak with a representative, or use our automated service to:

- Hear detailed information on your account and recent payments
- Pay your bill
- Hear information on outages, emergencies or outdoor lighting repairs
- Stop or transfer service
- Learn about energy-saving programs.

Transferring/disconnecting service

Transferring service

If you plan to move to another location within the Duke Energy service area, you can transfer your service to the new address.

- Log in to Online Services at duke-energy.com or call 800.777.9898.
- Have the dates of connection to your new address and disconnection from your old address ready.
- Schedule your transfer of service at least five business days in advance of your move.

Please note that Duke Energy's Automatic Payment Plan, Equal Payment Plan and Home Repair Plans do not transfer to your new residence. If you would like to enroll or re-enroll in any of these plans, please visit duke-energy.com or call 800.777.9898.

Disconnecting service

To stop your services with Duke Energy:

- Log in to Online Services at duke-energy.com or call 800.777.9898.
- Schedule your request at least five business days in advance of the date you would like the service stopped.
- We'll need to know the date you'd like the power disconnected, and a forwarding mailing address for the final bill.

Special assistance services

Visually impaired

Bills in Braille

We are happy to provide bills in Braille for the visually impaired. Customers can sign up on duke-energy.com, or by calling 800.777.9898.

Large-print bills

Our large-print bill is designed to make reading your monthly Duke Energy bill a bit easier. To request bills printed on larger paper with larger print, visit duke-energy.com or call 800.777.9898.

Hearing and speech impaired

Duke Energy offers a toll-free relay service number to handle communications with our hearing- and speech-impaired customers. Call 800.735.8583 or 711 for assistance.

Assistance for non-English-speaking customers

If you prefer to communicate in a language other than English, call 800.777.9898 and inform the customer service representative of your preferred language.

Third-party notification

Third-Party Notification is a free service designed to act as a safety net for customers who are elderly, frequently out of town or who have other special needs. The program provides a secondary notification when electric service is subject to disconnection for nonpayment. The third party can give the customer a friendly reminder or act on the customer's behalf. The third party is not responsible for payment of the bill.

For more information visit duke-energy.com or call 800.777.9898.

Medical Alert

This service identifies accounts with a household member who is chronically ill or dependent on life-support equipment, such as aspirator pumps or kidney dialysis units. While Duke Energy cannot guarantee uninterrupted electric service, we do place special indicators on Medical Alert customers' records and equipment to ensure sensitive handling. A Medical Alert form – found at duke-energy.com – is needed to qualify for this service. Medical Alert accounts are still subject to disconnection if a bill is not paid. For more information, please call us at 800.943.6914.

Note: Paperless billing accounts are not eligible for third-party notification.

**YARBROUGH
EXHIBIT 1**

Notes:

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Welcome home.

**Thank you for being a Duke Energy customer.
We look forward to serving you.**



**CONFIDENTIAL EXHIBIT 2
FILED UNDER SEAL
SEPTEMBER 19, 2014**

**CONFIDENTIAL EXHIBIT 3
FILED UNDER SEAL
SEPTEMBER 19, 2014**

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Defendant/Respondent**

**CONFIDENTIAL
EXHIBIT 4**

**CONFIDENTIAL EXHIBIT 4
FILED UNDER SEAL
SEPTEMBER 19, 2014**

**EXHIBIT 5
FILED
SEPTEMBER 19, 2014**

Service Regulations (SC)
Duke Energy Carolinas, LLC

Electricity No. 4
South Carolina Third Revised Leaf A
Superseding South Carolina Second Revised Leaf A

Foreword

The Service Regulations of the Company are filed with the Commission having jurisdiction over public utilities. The regulations are presented here and are incorporated by reference in each contract or agreement for electric service.

Definitions

Duke Energy Carolinas, LLC is referred to herein as the "Company" and the user and prospective user is referred to as the "Customer" or "Consumer," these terms to be considered as synonymous. The Public Service Commission of South Carolina is referred to as the "Commission."

I.

Agreement

Electric service will be supplied under (a) the Company's standard form of application, service agreement, or contract, (b) the applicable rate schedule or schedules, and (c) these service regulations, unless otherwise specified in any particular rate schedule or contract on file with and approved by the Commission. The Company shall not be required to supply service unless and until such agreement is executed by the Customer and the Company. It is understood and agreed that no promise, statement or representation by an agent, employee or other person shall be binding upon the Company unless it is in writing and attached to and made a part of the agreement. However, when the requested supply of electricity is for residential use, or for nonresidential use under contracts of two thousand kilowatts (2000 kW) or less, and no additional charges are involved, the Customer's application or agreement may be verbal. When the application or agreement is verbal, the Company's applicable rate schedules, riders, and these Service Regulations will be effective in the same manner as if the Company's standard form of application or agreement had been signed by the Customer and accepted by the Company. A verbal service agreement shall be presumed when there is no written application by a Customer, if electricity supplied by the Company is used by the Customer or on the Customer's premises.

Cancellation of Agreement for Nonresidential Service at Customer's Request

Unless otherwise provided in the rate schedule and/or rider(s) under which the Customer is served, if the Customer requests an amendment to or termination of the agreement before the expiration of the initial term of the agreement, the Customer shall pay to the Company as an early termination charge the lower of:

- (a) The net present value of the monthly minimum bills, including, but not limited to, basic facilities, demand, and extra facilities charges, for the remaining term under the agreement less the expected net present value of the monthly minimum bills for the initial term of contract of any successor customer who has applied for service at the premises prior to the effective date of the contract amendment or termination, provided, however, this amount shall not be less than zero.
- or
- (b) The loss due to early retirement ("LDER") of all transmission and distribution facilities specifically installed by the Company in order to provide the Customer with electric service under the agreement that will not be utilized by any successor customer who has applied for service at the premises prior to the effective date of the contract amendment or termination. The LDER amount shall be calculated as the installed cost of such facilities less accumulated depreciation, less any salvage value, plus removal cost, provided, however, this amount shall not be less than zero.

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**CONFIDENTIAL
EXHIBIT 6**

**CONFIDENTIAL EXHIBIT 6
FILED UNDER SEAL
SEPTEMBER 19, 2014**